TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Office Assistant/Office Clerk: Mail & Messenger** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. ALPHABETICAL FILING   (10 Questions)

Employees in this job must be able to accurately classify a variety of information and materials in alphabetical order. Alphabetical filing expedites the delivery of mail to offices and mail boxes. This section of the exam will test your ability to arrange materials in proper alphabetical sequence. Test questions require one to correctly arrange alphabetical information in a prescribed order.

II. DEFENSIVE DRIVING   (10 Questions)

Employees in this job must drive an assigned route to deliver and pick up mail. Thus, workers must have a thorough knowledge of traffic rules and defensive driving practices. Your knowledge of safe driving practices will be tested using the questions in this section. Test question topics include:

- When to yield right of way;
- Driving defensively in heavy traffic;
- How to safely react to emergency situations (e.g.: blown tire, skidding, etc.);
- No passing zone traffic rules.

III. NAME AND NUMBER CHECKING   (18 Questions)

Employees in this job must be able to accurately check names and numbers so that mail is properly delivered. This section of the exam tests your ability to accurately review names and numbers and to recognize discrepancies. Test questions involve comparing mailing addresses to identify discrepancies.:

IV. WRITTEN INSTRUCTIONS   (18 Questions)

Employees in this job are often given written instructions to make a special delivery, to use a new route or to complete various tasks. The worker must be able to accurately read and follow these written instructions. This section of the exam will test your ability to read, interpret and apply written instructions. Test question topics include:

- Map usage;
- Deciphering and applying written procedures;
- Directional logic (i.e., the ability to visualize transportation instructions).